

SOUTHERN REGION

1/14/02

SUBJ: EVALUATION SERVICES OFFICE (ESO 31)

- * 1. PURPOSE. This Order states the procedures, authority, and responsibilities of the Evaluation Services Office (ESO).
2. DISTRIBUTION. This Order is distributed to the branch level in the Flight Standards Division, Flight Standards District Offices, and the Evaluation Services Office.
3. CANCELLATION. Order SO 8000.31F, Evaluation Services Office (ESO) dated September 28, 1998 is cancelled.
4. BACKGROUND.
- a. Notice N8000.157, Revised System Worthiness Analysis Program (SWAP) dated July 12, 1997, gave regional Flight Standards Division Managers the authority to utilize the type of organizational arrangements that best suited their regional needs. It was established that the former SWAP functions would be reoriented to a situation-monitoring concept of selective special inspections. These special inspections were to be conducted on an "as-needed" basis.
- b. Previous SO Order 8000.31 described the Southern Region's organizational arrangement for conducting special inspections of air carriers, operators, repair stations, pilot and mechanic schools, and other certificate holders.
- c. In September 1993 the ESO's responsibilities were expanded to include National Aviation Safety Inspection Program (NASIP) support functions and Flight Standards Office Evaluations. The name of the Technical Evaluations Office (TEO) and its routing symbol were changed to Evaluation Services Branch, ASO-290. The new name and routing symbol is consistent with the FAA's organizational chart, reflecting the ESO's comprehensive evaluation and tracking responsibilities. In September 1994 the name of the Evaluation Services Branch was changed to the Evaluation Services Office (ESO-31).
5. PROGRAM CHANGES. This Order states new responsibilities that are assigned to the ESO. This Order also clarifies changes in ESO responsibilities.
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* 6. FUNCTIONS.

a. The Evaluation Services Office (ESO) under the direction of the Flight Standards Division Manager is assigned the responsibility of managing the National Surveillance and Evaluation Program (SEP) for established Southern Region Part 121 air carriers. In addition, the ESO is responsible for all tracking duties associated with the program and will support both local and national personnel with the evaluation of an established Part 121 air carrier.

b. The ESO is assigned the responsibility of conducting situation monitoring and inspections of all segments of the aviation industry in the Region with the exception of Part 121 operators. An inspection may be directed to a specific area or problem or to an entire system or organization. Standard evaluation procedures using checklists developed in the ESO will be used when inspecting certificate holders.

c. The ESO is also responsible for the Southern Region Office Evaluation Program. Office evaluations will be conducted at the request of the Division Manager. A 30-day notice will be given to the office and PASS representative before an office evaluation will be conducted.

d. The ESO will work directly with the division, branches, and district offices in determining the need for inspections. The Certificate Management Team (CMT) makes candidates for SEP evaluations. The ESO Office Manager selects candidates for Regional Aviation Safety Inspection Program (RASIP) or focused inspections. District Offices may request ESO services by contacting the ESO Manager. It is not intended that the ESO team will be used in performing routine field office work; however, special assistance will be rendered as personnel and funds are available.

e. The ESO will support field offices with the Office Special Inspection Program (OSIP). The ESO will review all OSIP inspections as a courtesy to the office. The ESO will supplement or support an OSIP with personnel or other resources on an as needed basis, as determined by the branch manager.

f. Technical personnel, other than those assigned to the ESO, from time to time, will be drawn from district offices and/or the branches to augment ESO teams. The appropriate branch will make requests for assistance. District office managers will give these requests high priority. Inspection findings will be turned over to the certificate holding office upon completion of an inspection.

g. In all cases, the ESO team leader will be in charge of the inspection, including the inbriefing and outbriefing of the certificate holder.

h. It should be clearly understood that the ESO is an adjunct to and an arm of the inspection capabilities of the district office.

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* i. Responsibility for the appropriate corrective action on the part of a certificate holder is that of the certificate holding district office. Air Safety Regulations Branch, ASO-250, is tasked with reviewing ESO findings and district office responses for appropriateness.

j. Within 45 days after an ESO inspection, district offices will prepare a consolidated maintenance and operations response report, which shows corrective action taken on all findings. Timing of this report begins on the day of the ESO outbrief (not when the final copy of the report is received). The report will be entered in the Program Tracking and Reporting System (PTRS) under the office manager's code, in accordance with current reporting and tracking instructions.

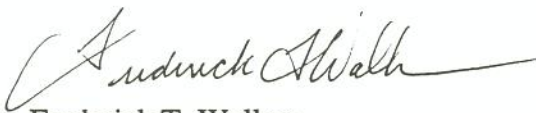
k. Local office in-depth inspections will be tracked by the ESO until successful closure has been achieved. The reporting procedures are the same as those described in paragraph i.

l. Enforcement Investigative Reports (EIR's) resulting from ESO findings will be prepared by the ESO for the district office, unless the district office manager decides otherwise. The ESO will create a suspense file and within 90 days of a completed special inspection. The district office will be asked to verify and complete a report to assure continued compliance on the part of the certificate holder regarding individual findings. It cannot be emphasized too strongly that on-the-scene physical confirmation by the principal inspectors of corrective action is an absolute necessity. (This paragraph does not apply to quality audits.)

m. The ESO will fund expenses incurred by inspectors from other offices. Travel vouchers will be reviewed and approved by the district office manager. A copy of the voucher is to be forwarded to the ESO for accounting purposes.

n. The ESO, when directed by the Flight Standards Division Manager, will report to him on selected areas concerning the effectiveness of the Flight Standards Program.

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